

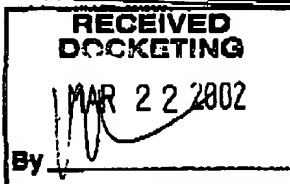


# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER OF PATENTS AND TRADEMARKS  
Washington, D.C. 20231  
www.uspto.gov

Application Number	Filing Date	First Named Applicant	Atty. Docket No.
09/992,367	11/06/2001	Shambaugh, Craig	6065-82965

Welsh & Katz, Ltd.  
Jon P. Christensen  
22nd Floor  
120 South Riverside Plaza  
Chicago IL 60606



MAR 25 2002

Title: Method of optimizing call center resources based upon statistics

Date Mailed: 03/20/2002

## Request for Substitute Papers

The papers filed on 02/12/02 (certificate of mailing dated 01/23/02) are no longer in condition to become part of the permanent records of the United States Patent and Trademark Office (USPTO) for this application (37 CFR 1.52(a)) due to the United States Postal Service sanitization process.

The USPTO requests that applicant provide a copy of the above-identified papers (except for any U.S. or foreign patent documents submitted with the above-identified papers) with a statement that such copy is a complete and accurate copy of the above-identified papers (signing and returning a copy of this notice will provide such a statement). The reply to this letter should be submitted to the USPTO by facsimile at the number indicated 703-746-4060(OIPE).

Alternatively, the reply to this letter may be hand-carried to the Customer Service Window located in Room 1B03 of Crystal Plaza Building 2, Arlington, Virginia, 22202.

The USPTO strongly prefers that the reply to this letter be submitted by facsimile. However, if applicant cannot submit the reply to this letter by facsimile (or hand-delivery), the reply may be mailed to: Box Duplicate OIPE, U.S. Patent and Trademark Office, P.O. Box 2327, Arlington, VA 22202-2327.

This letter is not a notice under 37 CFR 1.251. However, failure to timely replay to this notice within **two (2) weeks** of the date of receipt of this letter may result in the USPTO issuing a notice under 37 CFR 1.251. A copy of this notice should be included with the reply.

The enclosed papers are a complete and accurate copy of the above-identified papers.

Name: [Signature] Registration No.: 34,137

Signature: Jon P. Christensen Date: 3/25/02

WELSH & KATZ, LTD

MAR 25 11 06 22

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MAR. 25. 2002 12:18PM

WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 3

Applicant(s): *Craig Shambaugh et al.*  
U.S. Ser. No. 09/992,367; Filed November 6, 2001  
Title: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED  
UPON STATISTICS

JPC/kaa  
File No. 6065-82965

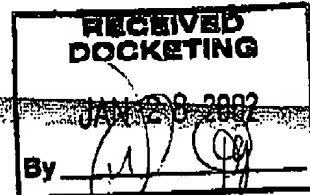
January 23, 2002

Enclosed: Transmittal Form (in duplicate); Response to Notice to File Corrected Application Papers (in duplicate); Copy of Original Notice to File Corrected Application Papers; Submission of Formal Drawings Transmittal; Three (3) sheets of Corrected Formal Drawings; Return Postcard; Certificate of Mailing via First Class Mail dated January 23, 2002.

COMMISSIONER FOR PATENTS:

Please acknowledge receipt of the above-identified documents by applying the Patent and Trademark Office seal hereto and mailing this card.

Respectfully,  
WELSH & KATZ, LTD.



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U.S. Ser. No. 09/992,367; Filed November 6, 2001  
Title: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED  
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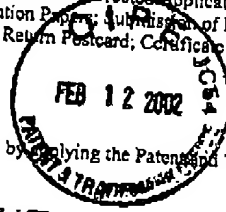
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Respectfully,  
WELSH & KATZ, LTD.



MAR. 25. 2002 12:18PM

WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 1

COPY OF PAPERS  
ORIGINALLY FILED  
02/13/02

WELSH & KATZ, LTD.  
120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606  
Phone (312) 655-1500  
Facsimile Number (312) 655-1501



**FACSIMILE COVER SHEET**

From: Jon P. Christensen, ESQ.

March 25, 2002

To: USPTO

Fax: 703-746-4060

Number of pages including this cover letter: 9

Re: 6065-82965

IF YOU DO NOT RECEIVE ALL PAGES OR ARE HAVING TROUBLE, PLEASE CALL (312) 655-1500 AND ASK FOR Kim Annel.

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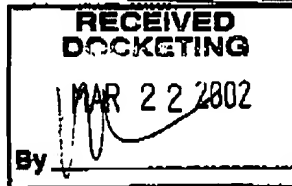


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Application Number	Filing Date	First Named Applicant	Atty. Docket No.
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Welsh & Katz, Ltd.  
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The enclosed papers are a complete and accurate copy of the above-identified papers.

Name: [Signature] Registration No.: 34,137

Signature: Jon P. Christensen Date: 3/25/02

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WELSH & KATZ, LTD

IN THE UNITED STATES PATENT AND TRADEMARK OFFICECOPY OF PAPERS  
ORIGINALLY FILED  
02/12/02

In Re Application of:

Group No.: 2643

Applicant: *Craig Shambaugh et al.*

Examiner: Not yet assigned

Serial No.: 09/992,367

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents; Washington, D.C. 20231 on this date:

Filed: November 6, 2001

For: METHOD OF OPTIMIZING CALL  
CENTER RESOURCES BASED UPON STATISTICS01/23/2002  
Date

Signature

Attorney

Docket No.: 6065-82965

RESPONSE TO NOTICE TO FILE CORRECTED APPLICATION PAPERSCommissioner for Patents  
Washington, DC 20231

Sir:

This is in response to the Notice to File Corrected Application Papers mailed for this application on December 14, 2001. A copy of the Notice is enclosed herewith. The informal drawings that were filed for the above-captioned matter on November 6, 2001 did not have the correct margin settings and were not electronically reproducible. Please replace the previously submitted drawings with the correctly formatted sheets enclosed herewith.

Applicant believes that there is no fee due in connection with this response. If, however, there is a fee due the Commissioner is hereby authorized to charge the unpaid amount, or credit any overpayment, to Deposit Account No. 23-0920. A duplicate copy of this sheet is enclosed.

Dated: January 23, 2002

Respectfully submitted,

WELSH &amp; KATZ, LTD.

WELSH & KATZ, LTD.  
120 South Riverside Plaza, 22nd Fl.  
Chicago, IL 60606  
Telephone: (312) 655-1500

By:

*Jon P. Christensen*  
Jon P. Christensen  
Registration No. 34,137

MAR. 25. 2002 12:19PM

WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 6

Page 1 of 1



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/992,367	11/06/2001	Craig R. Shambaugh	6065-82965

Welsh & Katz, Ltd.  
Jon P. Christensen  
22nd Floor  
120 South Riverside Plaza  
Chicago, IL 60606

*M*



CONFIRMATION NO. 5567

FORMALITIES LETTER



\*OC00000007192851\*

*JAS/KPC*

Date Mailed: 12/14/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

*A copy of this notice **MUST** be returned with the reply.*

*[Signature]*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202  
PART 1 - ATTORNEY/APPLICANT COPY

IN THE UNITED STATES PATENT AND TRADEMARK OFFICEApplicant: *Craig Shambaugh et al.*

Group No.: 2643

Serial No.: 09/992,367

Examiner: Not yet assigned

Filed: November 6, 2001

For: METHOD OF OPTIMIZING CALL  
CENTER RESOURCES BASED UPON STATISTICSI hereby certify that this correspondence is being  
deposited with the United States Postal Service as first  
class mail in an envelope addressed to: Box Official  
Draftsman; Commissioner for Patents; Washington, D.C.  
20231 on this date:

Attorney

Docket No.: 6065-82965

1/23/02  
Date

Signature

SUBMISSION OF FORMAL DRAWINGS**Box OFFICIAL DRAFTSMAN**

Commissioner for Patents

Washington, DC 20231

Attn: Official Draftsperson

Sir:

Submitted herewith are three (3) sheets of formal drawings to be filed in the above-identified patent application. Please replace the previously submitted informal drawings with the correctly formatted sheets enclosed herewith.

Respectfully submitted,

**WELSH & KATZ, LTD.**

By: \_\_\_\_\_

Jon P. Christensen

Registration No. 34,137

Dated: January 23, 2002  
**WELSH & KATZ, LTD.**  
120 South Riverside Plaza  
22<sup>nd</sup> Floor  
Chicago, IL 60606  
(312) 655-1500

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